

AMENDMENTS TO THE CLAIMS

1-17. (canceled)

18. (currently amended) A method of connecting an extended wireless handheld unit having a visual screen to a server, the method comprising the steps of:

said handheld unit initiating a call to said server;

said handheld unit providing sender provided identification and security information to said server;

said server combining said handheld unit identification and said sender provided information to authenticate said sender;

if the connection is new, using the sender's security information to enable access to enrolled databases and services;

welcoming the user;

if the connection is a continuation of a previous connection that terminated abnormally, checking whether a complete screen had been sent;

resending ~~the~~ a previous screen when a complete screen had not been sent;

sending ~~the~~ a next screen of a sequence of screens when further screens remain to be sent; and

waiting for sender input.

19. (original) The method of claim 18 wherein a call is initiated by the server.

20. (original) The method of claim 18 further comprising:

said server determining a location of said handheld unit and modifying a response to a user request by said location information unless a specific location is incorporated in said request.

21. (currently amended) A method of providing customized information to a user over a communications network, the communications network including a private network and a public network, the private network comprising a plurality of territories, each territory including a plurality of regions, each region including at least one server, the user being connected to a first server in a first region within a first territory of the private network by a wireless extended handheld unit, the method comprising the steps of:

\_\_\_\_\_ providing a first personal database area on said first server, said first personal database area being filled by said user;

searching for said customized information including checking  
said first personal database area on said first server;

in the event said customized information is not found in said  
first personal database area on said first server, checking at  
least one second database area on at least one second server in a  
second region within the first territory;

in the event said customized information is not found in said  
second database area on said second server, checking at least one  
third database area on at least one third server in a third region  
within a second territory,

wherein the plurality of regions within each one of the first  
and second territories are communicably connected to one another  
by a first plurality of dedicated links,

wherein the first and second territories are communicably  
connected to one another by a second plurality of dedicated links,  
and

wherein at least one of the first, second, and third servers  
within the private network is communicably connectable to at least  
one fourth server within the public network; and

in the event said customized information is not found in said  
third database area on said third server, checking at least one

fourth database area on the at least one fourth server within the public network.

22. (currently amended) The method of claim 21 wherein the dedicated links communicably connecting said personal database area is provided by a second server within a region, said first, and second, and third servers within the private network are ~~interconnected by~~ comprise respective high speed interconnects, and a response-time from said first, second, or third personal database does not substantially vary depending on the location of said personal database within the private network.

23. (canceled)

24. (original) The method of claim 21 further comprising:

building a database of preselected data likely to be of interest to users of extended handheld devices;

adding to said database data in categories of information requested by said user;

updating a predetermined portion of said database from master sources at periodic intervals;

monitoring said user's utilization of data in said database;  
and

updating the data not in said predetermined' portion but  
accessed with greater than a predetermined frequency from said  
master source at periodic intervals.

25. (original) The method of claim 24 further comprising:

analyzing the results of said monitoring said user's  
utilization of data to determine a time relationship with said  
access; and

updating data with said utilization time relationship a  
predetermined time before the expected utilization time.

26. (currently amended) The method of claim 24 wherein the  
dedicated links communicably connecting said database is provided  
by a second server within a region, said first, and second, and  
third servers within the private network are interconnected  
by comprise respective high speed interconnects, and a response-  
time from said first, second, or third database does not  
substantially vary depending on the location of said database  
within the private network.

27. (canceled)

28. (canceled)

29. (canceled)

30. (canceled)

31. (canceled)